
Public Disclosure Commission Customer Services Specialist 1

Employment Opportunity

Recruitment Number: PDC08-001

Classification: Customer Services Specialist 1

Status: Full-Time, Permanent

Location: Olympia, WA

Salary: \$2005 - 2526 per month (Range 32)

Benefits: Washington State offers a full benefits package that includes health, life, and long term disability insurance; paid vacation, sick, and military leave; optional credit unions, savings bonds, and deferred compensation plans; eleven paid holidays; and a public employees' retirement plan.

Posting Date: May 18, 2007

Closing Date: May 29, 2007 at 12:00 p.m.

LOCATION

There is one current, full-time opening with the Public Disclosure Commission in Olympia.

About the Agency:

The PDC is offering an exciting opportunity for the right person to join our dynamic, forward looking group. The PDC is an award winning agency that provides meaningful public access to information about the financing of political campaigns, lobbyist expenditures, and the financial affairs of public officials and candidates. Providing quality public service is the agency's primary reason for being and its first priority. Visit our website at: www.pdc.wa.gov.

DUTIES

- Receives and refers telephone calls, provides basic information about Disclosure Law requirements, electronic filing system and other services available. Helps customers determine what records they need, and shows them how to access the information. Assists customers seeking information on the Commission's web site. Explains filing procedures and assists customers in completing basic disclosure forms.
- Accesses information from computer database and imaging system to answer questions from the public and staff. Prints and/or electronically transmits reports for customers and staff using the document imaging system and on-line database. Reviews and researches documentation to resolve customer-related complaints regarding office operations, reports that customers are seeking, etc.
- Acts as administrative support for general legal counsel staff. Proofreads letters, memos and other documents for content, grammar, form and typographical errors; prepares reports; copies and assembles information for Commission meetings.

- Processes the agency's mail. Sorts and prepares batches of reporting forms for processing by other staff members. Independently reviews incoming correspondence, identifies that which can be responded to and does so.
- Prepares records for transfer to Records Center. Retrieves archival materials from Records Center for customers and staff. Maintains spreadsheet of archived materials.
- Writes receipts for payments of civil penalties, and copies for walk-in customers.

WHO MAY APPLY

This recruitment is open to anyone who meets the requirements.

DESIRABLE QUALIFICATIONS

Two years of college. AND

One year of experience providing assistance to clients/customers regarding inquiries, complaints, or problems.

Qualifying experience will substitute, year for year, for education. Education will substitute, year for year, for experience.

KEY COMPETENCIES

Communication: Ability to clearly explain in writing and orally complex information; demonstrate good listening skills.

Adaptability: Adapts easily to changing priorities in business needs, conditions and work responsibilities.

Ethics and Integrity: Demonstrates honesty, forthrightness and professionalism in all interactions.

Accountability: Accepts personal responsibility for the quality and timeliness of work.

Judgment: Display balanced thinking that combines analysis, wisdom, experience and perspective.

Stress Tolerance: Ability to handle stressful or adverse situations.

Workload Management: Ability to organize multiple assignments involving competing priorities to produce work products that are accurate, thorough and on time.

Application Process

If you feel you have the desirable qualifications for this position and are interested in applying, please submit the following items to:

Suemary Trobaugh

WA St Public Disclosure Commission

711 Capitol Way, Suite 206

PO Box 40908

Olympia WA 98504-0908

(360) 753-1985 Fax (360) 753-1112

Email: Strobaugh@pdc.wa.gov

1. A letter of interest that describes how you meet the desirable qualifications.
2. A Washington State application form listing education, employers with dates of employment, description of duties and salary.
3. Three employment references including current telephone numbers and relationship to applicant.
4. Applicant Profile Data form (optional)

All materials must be received no later than noon May 29, 2007. Fax copies and Email copies will be accepted. The Public Disclosure Commission vigorously pursues diversity in the work force. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. Women, racial and ethnic minorities, persons over 40 years of age, persons of disability, and disabled and Vietnam era veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Suemary Trobaugh at (360) 753-1985, or strobaugh@pdc.wa.gov. Our statewide toll free number is 1(877)601-2828.